

Outpatient Non-Behavioral Health Utilization Data for Massachusetts Residents  
January 1, 2003 - June 30, 2003  
(Data includes combined HMO Closed Network Plan and HMO Insured Preferred Provider Network Plan statistics)

HMOs with over 150,000 Massachusetts Membership

	Total Physician Encounters	Annualized Physician Encounters per 1,000 Members	Total Non-Physician Encounters	Annualized Non-Physician Encounters per 1,000 Members	Total Encounters	Annualized Encounters per 1,000 Members
<b>Fallon Community Health Plan, Inc.</b>						
Office Visits	329,923	3,750.09	18,840	214.15	348,763	3,964.23
Ambulatory Surgery	9,084	103.25	72	0.82	9,156	104.07
Observation Day	574	6.52	7	0.08	581	6.60
Emergency Room	19,922	226.44	143	1.63	20,065	228.07
<b>Total Outpatient Non-Behavioral Health Utilization</b>	<b>359,503</b>	<b>4,086.31</b>	<b>19,062</b>	<b>216.67</b>	<b>378,565</b>	<b>4,302.98</b>
<b>Harvard Pilgrim Health Care, Inc.</b>						
Office Visits	1,179,647	4,558.17	165,292	638.69	1,344,939	5,196.86
Ambulatory Surgery	86,254	333.29	0	0.00	86,254	333.29
Observation Day	1,895	7.32	0	0.00	1,895	7.32
Emergency Room	41,762	161.37	0	0.00	41,762	161.37
<b>Total Outpatient Non-Behavioral Health Utilization</b>	<b>1,309,558</b>	<b>5,060.15</b>	<b>165,292</b>	<b>638.69</b>	<b>1,474,850</b>	<b>5,698.84</b>
<b>HMO Blue</b>						
Office Visits	1,524,559	4,031.33	36,171	95.65	1,560,730	4,126.98
Ambulatory Surgery	0	0.00	45,476	120.25	45,476	120.25
Observation Day	0	0.00	3,561	9.42	3,561	9.42
Emergency Room	0	0.00	75,920	200.75	75,920	200.75
<b>Total Outpatient Non-Behavioral Health Utilization</b>	<b>1,524,559</b>	<b>4,031.33</b>	<b>161,128</b>	<b>426.06</b>	<b>1,685,687</b>	<b>4,457.40</b>
<b>Tufts Associated Health Maintenance Organization, Inc.</b>						
Office Visits	1,292,782	4,143.06	67,912	217.64	1,360,694	4,360.70
Ambulatory Surgery	44,615	142.98	2,211	7.09	46,826	150.07
Observation Day	5,279	16.92	0	0.00	5,279	16.92
Emergency Room	78,832	252.64	313	1.00	79,145	253.64
<b>Total Outpatient Non-Behavioral Health Utilization</b>	<b>1,421,508</b>	<b>4,555.59</b>	<b>70,436</b>	<b>225.73</b>	<b>1,491,944</b>	<b>4,781.33</b>

HMOs with 150,000 or less Massachusetts Membership

	Total Physician Encounters	Annualized Physician Encounters per 1,000 Members	Total Non-Physician Encounters	Annualized Non-Physician Encounters per 1,000 Members	Total Encounters	Annualized Encounters per 1,000 Members
<b>Aetna Health Inc.</b>						
Office Visits	10,292	938.68	39,408	3,594.20	49,700	4,532.88
Ambulatory Surgery	840	76.61	24	2.19	864	78.80
Observation Day	0	0.00	0	0.00	0	0.00
Emergency Room	2,450	223.45	2,020	184.23	4,470	407.69
<b>Total Outpatient Non-Behavioral Health Utilization</b>	<b>13,582</b>	<b>1,238.74</b>	<b>41,452</b>	<b>3,780.62</b>	<b>55,034</b>	<b>5,019.37</b>
<b>CIGNA HealthCare of Massachusetts, Inc.</b>						
Office Visits	83,634	3,108.32	1,711	63.59	85,345	3,171.91
Ambulatory Surgery	18,852	700.65	0	0.00	18,852	700.65
Observation Day	2,039	75.78	1	0.04	2,040	75.82
Emergency Room	4,464	165.91	72	2.68	4,536	168.58
<b>Total Outpatient Non-Behavioral Health Utilization</b>	<b>108,989</b>	<b>4,050.66</b>	<b>1,784</b>	<b>66.30</b>	<b>110,773</b>	<b>4,116.96</b>
<b>ConnectiCare of Massachusetts, Inc.</b>						
Office Visits	15,236	3,589.59	1,194	281.31	16,430	3,870.89
Ambulatory Surgery	1,159	273.06	252	59.37	1,411	332.43
Observation Day	25	5.89	0	0.00	25	5.89
Emergency Room	1,096	258.22	0	0.00	1,096	258.22
<b>Total Outpatient Non-Behavioral Health Utilization</b>	<b>17,516</b>	<b>4,126.75</b>	<b>1,446</b>	<b>340.68</b>	<b>18,962</b>	<b>4,467.43</b>
<b>Health New England, Inc.</b>						
Office Visits	136,707	3,980.50	6,356	185.07	143,063	4,165.57
Ambulatory Surgery	3,831	111.55	68	1.98	3,899	113.53
Observation Day	185	5.39	217	6.32	402	11.71
Emergency Room	387	11.27	6,669	194.18	7,056	205.45
<b>Total Outpatient Non-Behavioral Health Utilization</b>	<b>141,110</b>	<b>4,108.70</b>	<b>13,310</b>	<b>387.55</b>	<b>154,420</b>	<b>4,496.25</b>
<b>Neighborhood Health Plan, Inc.</b>						
Office Visits	182,525	2,998.03	64,591	1,060.93	247,116	4,058.96
Ambulatory Surgery	4,978	81.77	0	0.00	4,978	81.77
Observation Day	1,317	21.63	0	0.00	1,317	21.63
Emergency Room	32,893	540.28	0	0.00	32,893	540.28
<b>Total Outpatient Non-Behavioral Health Utilization</b>	<b>221,713</b>	<b>3,641.70</b>	<b>64,591</b>	<b>1,060.93</b>	<b>286,304</b>	<b>4,702.63</b>
<b>UnitedHealthcare of New England, Inc. **</b>						
Office Visits	19,726	257.62	29,953	391.18	49,679	648.81
Ambulatory Surgery	666,734	8,707.52	299,008	3,905.03	965,742	12,612.55
Observation Day	287	3.75	13,216	172.60	13,503	176.35
Emergency Room	0	0.00	24,148	315.37	24,148	315.37
<b>Total Outpatient Non-Behavioral Health Utilization</b>	<b>686,747</b>	<b>8,968.89</b>	<b>366,325</b>	<b>4,784.19</b>	<b>1,053,072</b>	<b>13,753.08</b>

\*\* Utilization statistics reported include both Massachusetts and Other States residents

Total Physician Encounters:	5,804,785
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Total Non-Physician Encounters:	904,826
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Total Encounters:	6,709,611
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